



October 8, 2021

Dear Business Partners

UPDATE ON OUR RESPONSE TO SASRIA UNREST CLAIMS

I wanted to update you on how we are responding to the processing of Sasria claims for the benefit of policyholders. In all of these matters, our response could only have been as effective as our working relationship with you and our Sasria partner, and so all our partners have my thanks for your commitment in working through these claims with us.

This week, we negotiated the following with Sasria:

- Our claims mandate for us to settle material damage claims on Sasria's behalf, was increased from R1m to R5m (VAT inclusive) on commercial lines
- To allow us to effect this, our claims float was also increased from R10m to R50m
- The period of our claims mandate was extended to 30 November 2021
- Business Interruption claims continue to be managed by Sasria directly
- Any rejections will continue to be handled by Sasria directly.

To date, we have registered 403 claims, of which a total of R104.7m has been paid or authorised for payment. My team has welcomed our increased claims mandate - and so we will be looking to prioritise and expedite the finalisation of a further level of claims. May I ask that you continue to support us over the next few weeks as we look to do this.

My team and I continue to be available should you require any further guidance.

Kevin

